

Section VIII: GlyDerm Frequently Asked Questions

Q: Is your product suitable for use on skin of color?

A: Esterified glycolic acid peels are gentle enough for use on most skin types and skin colors. There has never been a reported case of permanent scarring or hyperpigmentation with GlyDerm glycolic acid peels. Because each patient is unique, the treating physician is in the best position to determine how to achieve the desired results. Generally speaking, GlyDerm recommends starting with a 20% peel and increasing strength, as tolerated. Some patients with skin of color may never progress beyond 20%. Consider increasing the number of peels, rather than the strength, and encourage the use of GlyDerm home care products.

Q: I've been using a high strength glycolic acid peel on my patient with no adverse effects. If I switch to GlyDerm peels, do I still have to start this patient with a 20% peel?

A: Yes, even if your patient has been successfully using another higher strength brand of glycolic acid peel, GlyDerm still recommends starting with a 20% peel. GlyDerm peels are formulated using a proprietary esterification formula. This means that our peels deliver fully potent glycolic acid that is not buffered or partially neutralized. Our controlled-released delivery mechanism provides gentle delivery but we recommend that patients start with a 20% peel and build up tolerance during the course of the series. Keep in mind that each patient is unique. Some patients may never progress beyond a 20% peel while others will build up to a 70% peel. Because GlyDerm comes in 6 strengths, it can be customized to suit the individual needs of your patients.

Q: Request for high strength peels. "We use glycolic peels all the time, please send me a 50% peel to try, 20's and 30's are just not strong enough."

A: *"GlyDerm peels are formulated using a proprietary esterification formula. This means that our peels deliver fully potent glycolic acid that is not buffered or partially neutralized. Our controlled-released delivery mechanism provides gentle delivery but we recommend that patients start with a 20% peel and build up tolerance."*

Q: Retinol and glycolic acid together. "Do you recommend using retinol and glycolic acid products together?"

A: *"GlyDerm has not conducted clinical studies regarding the simultaneous use of GlyDerm and retinols. Current literature indicates that glycolic acid may reduce the effectiveness of retinols if they are used in combination. Some physicians suggest using them on alternative days or at least 12 hours apart. GlyDerm defers to physicians to make skincare recommendations based on their clinical knowledge and the individual needs of their patients."*

Q: "Since you no longer have expiration dates on your products and peels, how long are your GlyDerm products good for?"

A: *"Our GlyDerm products are fully potent and effective for 2 and ½ years from the date on the manufacturers certificate of analysis."*

Q: Are your products and peels safe for pregnant women and lactating mothers?

A: "We are not aware of any known reason for not applying our peels to pregnant or lactating patients. As a practical matter there are no clinical studies available on this patient base. Refer to the patients OBGYN for guidance."

Q: How do GlyDerm Peels compare to Glytone Peels?

The GlyDerm Advantages	
Peels are conveniently packaged in individual packets	<ul style="list-style-type: none">• Pre-moistened• Pre-measured• Easy, safe, consistent, and fast application• 6 strengths - 20, 30, 40, 50, 60, and 70%• No offensive odor• No re-sealable containers means no degradation of product and ensures hygienic application• No downtime - the "lunch-time peel perfected"
No additional components needed to prep the skin	<ul style="list-style-type: none">• No added costs for preparatory wipes• Prep with isopropyl alcohol - a staple in all medical offices
Water neutralized	<ul style="list-style-type: none">• No added costs for neutralizing wipes• Neutralize with tepid water
Home-care regimen	GlyDerm has a full range of physician-created, sensibly priced products that enhance the results of in-office procedures.
Low minimums	<ul style="list-style-type: none">• 6 peel minimum purchase• Average cost of peel is \$11.50• Discount for bulk pricing
Esterification	<ul style="list-style-type: none">• Controlled-released delivery enhances tolerance• Works immediately on stratum corneum to provide a noticeable "glow"• Improves the appearance of fine lines and wrinkles• Effective for mild to moderate hyperpigmentation

Q: Do you sell online? Can I get your products on Amazon?

A: No, we do not sell online from our website or through Amazon, however we do have a few dot.com customers who do indeed sell online. Although they sell online, I can assure you that they do not purchase our products at a discount. Regarding Amazon, as I stated, we do not sell through Amazon however, we cannot prevent others from purchasing our product, and in turn, selling through Amazon.